

Telework and Disaster Recovery: A Survey of California Government Agencies



Please return the completed questionnaire
by Nov 30, 1999
by fax to 916-327-1886 or
by mail to
Telework Program, Department of Personnel Administration
1515 S Street, Suite 400 North, Sacramento, CA 95814.

1. **How many employees of your agency are teleworking in a formal written telework agreement?**

(Telework is an arrangement that permits employees to work in or near their homes for all or part of the workweek. It can mean working at a project site or in a client's office.

A formal telework agreement is written documentation of the arrangement.)

➡ *If none of your employees is teleworking in a formal written telework arrangement, please continue with question # 5.*

2. **What is the average number of days per week the teleworking employees in your agency telework?**

1 day	[]
2 days	[]
3 days	[]
4 days	[]
5 days	[]

3. **When was the formal telework option introduced (year, month)?**

4. **How many employees were teleworking at the start of the formal telework program?**

5. **How many employees of your agency are teleworking on an informal basis, without a formal written agreement?**

➡ *If none of your employees is teleworking on an informal basis, please continue with question # 10..*

6. **What is the average number of days per week the teleworking employees in your agency telework?**

1 day	[]
2 days	[]
3 days	[]
4 days	[]
5 days	[]

7. **When did teleworking on an informal basis start (month, year)?**

8. **How many employees were teleworking at the start of informal teleworking?**

9. Why is teleworking permitted without a formal written agreement?

- No necessity to formalize it []
Do not want to formalize it []
Do not know how to formalize it []
Other (Please explain) []

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.....
.....

10. What are the main reasons for teleworking in your agency?

(Please rank in order of importance with '1' being the most important, '2' the second most important, etc.)

- Space savings []
Improved recruitment/retention []
Productivity increases []
Improved customer service []
Greater flexibility for employees []
Risk management []
Other (Please explain) []

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.....

11. What are the main reasons that discourage teleworking in your agency?

(Please rank in order of importance with '1' being the most important, '2' the second most important, etc.)

- Never thought about it []
Do not agree with the concept of telework []
None of the tasks within the jobs are location-independent []
Minority of the tasks within the jobs are location-independent []
Do not know how to start it []
Other (Please explain) []

.....
.....
.....

12. Does your agency have a Business Resumption Plan (BRP)?

Yes No
[] []

(A Business Resumption Plan covers specific Y2K requirements and is not required for all Agencies.)

13. If yes, is telework included in your BRP?

Yes No
[] []

14. Does your agency have a **Continuity Planning for Business (CPB)**? Yes No
 [] []
(Continuity Planning for Business is a document that focuses on Y2K at the moment and identifies risks specific to each Agency.)
15. **If yes**, is telework included in your CPB? Yes No
 [] []
16. Does your agency have an **Operational Recovery Plan (ORP)**? Yes No
 [] []
(The Operational Recovery Plan identifies a set of procedures to assure continued Agency operation in the event of a disaster.)
17. **If yes**, is telework included in your ORP? Yes No
 [] []
18. Did any event, emergency or disaster in the past 10 years Yes No
 [] []
 - make your building unusable, and/or
 - prevent or disable your employees from reaching their regular work site, and/or
 - impair in any other way physical access to and/or usage of the regular work site?

➡ If 'NO', please continue with question # 28.

19. **What kind** of event, emergency or disaster was this?

20. **When** did this emergency affect your agency (month, year)?
21. **How long** was the recovery process (days, months, years)?

22. What was the **damage** and the **limitation** you experienced?

23. Were employees of your agency teleworking, formally or informally, before the event affected your agency? Yes No
[] []

➡ If 'NO', please continue with question # 25.

24. If yes, how many?
formally informally

25. Were employees of your agency teleworking, formally or informally, immediately after and/or in recovery of the emergency? Yes No
[] []

➡ If 'NO', please continue with question # 28.

26. If yes, how many?
formally informally

27. Was this teleworking arrangement
continued []
expanded []
terminated []
after the recovery process was completed?

28. What is your name and your e-mail address?

.....

29. What is the name and address of your agency?

.....

.....

30. What is your present title and position?

.....

31. Do you have any comments you would like to share?
Please feel free to use extra paper, if necessary.

☞ Thank you very much for your time and cooperation. ☞
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